

**Northern Virginia ID Forum 3
Workforce Development Meeting Minutes**

September 21, 2012

Welcome: The meeting was called to order at 9:02 a.m. by Cindy Koshatka

Introductions: Cindy took roll of the participants for this telephone conference and asked individuals to identify themselves before speaking.

Attendees:

Bob Anthony, *NVTC Guardian/Board*
Jane Anthony, *NVTC Guardian/Board*
Joanna Barnes, *Arlington CSB*
Lisa Blecker, *Fairfax-Falls Church CSB*
Phillip Caldwell, *Alexandria CSB*
Mike Gilmore, *Alexandria CSB*
Christina Gorgon, *Sunrise Group*
Margaret Graham, *Loudoun CSB*

Apuzo Ibe, *Hartwood Foundation*
Barbara Jones, *Arlington CSB*
Cindy Koshatka, *NVRPO*
Karen Lawrence, *DBHDS*
Kelly Rinehimer, *DBHDS*
Lyanne Trumbull, *NVRPO*
Jackie Turner, *Prince William CSB*
Alan Wooten, *Fairfax-Falls Church CSB*

Purpose of the meeting: Cindy said that the purpose of the Forums was to help in planning the implementation of the DOJ Settlement agreement. This third of four conference calls will focus on workforce development as related to DOJ. Consumers both from the training centers and community will be considered in our planning.

Summary/Update from Forum Lead: Lisa Blecker from Fairfax-Falls Church CSB Director of Quality Assurance outlined some of the relevant issues:

- Important to look at the training needs of the workforce to address the challenges of the more behaviorally, medically and aging individuals.
- DOJ (page 28): 1) Statewide core competency based training curriculum for all staff, and 2) Statewide training program will include adequate coaching and supervision.
- Training and re-training also exist per licensure, Human Rights and CARF accreditation.
- Strong commitment to Continuous Quality Improvement through 3 paths: 1) training to meet health and safety standards, manage risks factors, 2) e-learning training on line for case managers, and 3) training to develop a person-centered plan and implement a person-centered approach.
- Goal is to enhance the quality of life of the people we serve.
- Monitoring occurs in multiple ways: 1) CSB support coordinators make site visits under DOJ, 2) Incident Reports are submitted to CSBs, 3) CSB Quality Assurance staff work with providers, 4) Other agencies issues are reported to APS, CPS, human rights, and licensure, 5) Feedback from families, providers, oversight agencies.

- Northern Virginia Joint Training Coalition: Interested agencies came together in 2003 to collaborate and share on training needs, resources, and expertise. The coalition has grown to include the five CSBs in the region, private residential and day support/employment providers, NVTC, NVMHI, and DRS. Training is competency based and meets or exceeds agency standards. The Coalition has worked with Essential Learning and has been able to negotiate for group rates for more online training.

Questions, Answers, Comments

Question: Are trainings only for staff or also for clients?

Answer: This training has primarily been available for staff. Some clients get training relative to their own work. Human Rights training is open to family and to the individuals receiving services.

Comment: Our region has already achieved these standards outlined by DOJ through this coalition and in a cost effective way because of regional resources pooling. Expertise and knowledge are available to our regional staff. We have also been able to access the professional training based on need. Our region has a history of working together.

Comment: When case management staff and staff from other agencies get together at these training then the relationships develop, and staff can work across agencies and function to address needs of people we serve.

Question: Retention of staff is important, and investment in training is substantial. Has there been any study of wages relative to long term retention? Are we losing the investment in training due to high turnover rates?

Answer: Our region has studied compensation and turnover relative to parity, equity and salary. We have seen real changes in the Human services work force employment group. Providers have addressed retention by looking at management structure and to look at job diversity to keep staff on in a field that may not compensate as well as others in this region

Question: Is there an analysis of the value of retention? Career tracks for retention?

Answer: There is one provider in the network who keeps these studies. We might be able to find that information.

Comment: Training Centers have been a wonderful option for some of our people. Secretary Hazel is pushing to sell the land. BOS and others are hoping that the land would be retained and used for individuals with DD. The grounds at NVTC should be for the benefit of our clients. We should retain the skills training center and RCSC.

Comment: We value the clinical resources and professional expertise of training center staff, including Behavioral Specialists , Therapeutic, and nursing services. We don't want to lose those resources to other entities.

Comment: It was suggested that CSB's and others work closely with the Fairfax Board of Supervisors to keep this resource in our community.

Comment: There is value of working together to share lessons. NVTC is centrally located and would create exchange of lessons, an opportunity to educate each other.

Comment: Exchange of ideas among CSBs, providers, and NVTC does occur through the NoVa Joint Training Coalition. There is a real commitment to serve individuals and to develop skills to support individuals. There are links with hospice and home health care nurses. START is another resource to provide crisis stabilization and support.

Comment: There have been many discussions about land use, and there is high level of interest that this property be used for long term use to serve the ID/DD individuals.

Comment: It is important to keep this resource to serve individuals and to keep staff who have a needed skill set. We need to keep talent in this region with the DD community.

Question: Has the Coalition interviewed the people at NVTC to see if they are interested in staying in the system?

Answer: Applicants from NVTC are looking to stay in the field. Some are looking for other careers and others are looking for advancement.

Answer: State has met with the NVTC staff. DOJ does not say much about retention. Workforce development center provides employment opportunities for staff in other state agencies. This is an excellent opportunity for the State to provide incentives for staff to stay in the system and to expand the field base.

Answer: NVTC staff have talked about developing group homes and staying in the field. Staff are already working second jobs with providers in the community.

Comment: We could coordinate and incentivize to keep staff with years of training and expertise within the field. There is valuable history and personal knowledge in the work force.

Comment: We need State plans and offerings to address retention and incentives for staff to stay in the disability community.

Question: How do we increase capacity of those coming into the system when counties no longer have funds to support individuals?

Answer: Funding is flat but we can look at what we can use with resources we have. NOVA costs are higher than the other parts of the state, and waiver rate does not keep up. This region will need more funding to keep up with DOJ demands. We need to look at resource implications for discharge. Waiver reform issues are critical. Not all individuals need local assistance on top of waiver and many do.

Answer: Prince William CSB looks to address the unmet needs, to address other populations like EDCD waiver and day support.

Question: How can we pay the nurses and behavioral specialists needed for transport and day support services?

Answer: We need to seek clarification. Appropriate staff need to be involved in transportation.

Comment: When we have dispersed clients, we need to look at productivity as nurses drive all over the place.

Answer: This need is within the waiver restructuring process.

Answer: Nurses are paid through the waiver. Agencies have looked at dedicating positions to support people. There is a strategic planning process, a review of the need to build infrastructure.

Question: Who will support family as they take on role as caregivers?

Answer: NVTC is providing structured training/shadowing with providers and support coordinators on campus; they follow the individual around to see routines. In addition formalized training from the Clinical support team is more didactic and more explanatory in terms of how to address the support needs of the individual. Some providers are setting up family groups.

Comment: Some providers already provide family groups.

Question: There will be more demand for nursing services. Has anyone done any forecasting about nursing wages for the next ten years?

Answer: GMU Director of Nursing did a presentation of nursing needs and shortage predictions using national data and projected workforce issues. We will see if we can locate it.

Comment: The Developmental Disabilities Nurses Association (DDNA) is a growing organization that may have trend data.

Comment: Fairfax does market rate adjustment for nurses every three years.

Closing remarks:

- This group would like notes of this meeting and other resources to be posted on the regional website: <http://www.fairfaxcounty.gov/csb/region/>
- These questions and comments will be summarized and discussed at DOJ forum at VACSB conference in early October.

Adjournment

Cindy thanked the participants, and the meeting was adjourned at 10:15 am.